

RFP 15125 Questions & Answers

- 1) Can a bid be lower than the minimum speed?
 - a. Yes, if company cannot meet the preferred speed listed on the pricing sheet, please list any other available speeds in the Available Options section.
- 2) Is there a Matrix for scoring the responses? Example will a weight be given for uptime, speed, price, etc.?
 - a. No. There is a committee who will read all the bids to determine which are responsive and then contracts will be let based on the best value for the City.
- 3) Should the listed monthly charges include taxes and fees?
 - a. Yes
- 4) How should the VPN connection be configured? Client based, Open, etc.?
 - a. The City will configure the VPN to work with our firewalls.
- 5) The City will establish the VPN?
 - a. Yes
- 6) Are the speed requirements on the pricing sheet based on number of people at a given site or what factors went into that number?
 - a. Training video for one of our departments drove the numbers. The City wants to see as many options as can be provided.
- 7) Does the City want to have a separate document to note the exceptions to the RFP language?
 - a. Yes
- 8) Does the City want Wi-Fi as part of this RFP?
 - a. No, it is not a requirement but can be an option listed with pricing.
- 9) On the Quality of Service and the testing for upload and download speeds, where will the node be and what tool will be used to test that?
 - a. The City will use readily available speed test tools for inside the network to the service location. In other words testing the connection from our data center to the service location.
- 10) On the requirement for 99.99% availability will that be part of an SLA that has to be guaranteed by the provider?
 - a. It is the City's goal to have that level of availability. If there are continued services failures, the City will have the option of replacing the service with another provider.
- 11) If the service is replaced due to issues, would the City go to the 2nd place bid or would that location go out for a single bid?
 - a. The City will make that decision at that time.
- 12) The Terms & Conditions listed with the bid are pretty general, could a vendor provide an alternate version of Terms & Conditions that are more in line with telecommunication standards?
 - a. The Terms & Conditions are provided by the City's legal department. All of that would have to be worked out during the contract negotiation phase.
- 13) Who would negotiate the Terms & Conditions?
 - a. The City Attorney's Office.